



*Partnering with Vocational Rehabilitation to build
a bridge to employment for people with disabilities*

2012 ANNUAL REPORT

VOCATIONAL REHABILITATION (VR) AND SRC

***“REACHING NEW HEIGHTS AND NAVIGATING
A NEW COURSE TO SUCCESS”***

TENNESSEE DEPARTMENT OF
HUMAN SERVICES



Helping shape Tennessee lives.



Division of Rehabilitation Services
Tennessee Department of Human Services



STATE REHABILITATION COUNCIL OF TENNESSEE

2012 ANNUAL REPORT

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Background image: Gatlinburg



**TO THE HONORABLE GOVERNOR BILL HASLAM AND EDWARD ANTHONY,
PH.D., RSA DEPUTY COMMISSIONER AND THE CITIZENS OF TENNESSEE:**

December 2012

On behalf of the State Rehabilitation Council of Tennessee, it is my privilege to present the 2012 Annual Report.

I have enjoyed my two years as chair of the SRC of Tennessee. The council and Division of Rehabilitation Services (DRS) have changed dramatically over the past twenty four months. I feel the changes have been for the better, and that the partnership and efforts at collaboration between the two entities will grow stronger over the coming years.

I want to take a few moments to note some firsts the council has experienced this year. This was the first year the SRC worked collaboratively with DRS on the State Plan. The council sat down with DRS and had an opportunity to go through the State Plan and change many items that needed to be addressed.

Another first this year was that our assistant commissioner attended all of the public hearings for the State Plan. In addition, attendance at these meetings grew significantly. I feel that if the collaboration between the two parties continues to grow that all citizens of Tennessee will benefit.

Finally, on September 30, 2012 priority category two was finally opened. This is a monumental step in the right direction for persons with disabilities in Tennessee. If the partnership between the SRC and VR continues to grow, hopefully, other priority categories can be opened in the years to come.

Respectfully,

A handwritten signature in black ink that reads "Mark E. Montgomery".

Mark E. Montgomery
SRC Chair



MESSAGE FROM ASSISTANT COMMISSIONER FOR REHABILITATION SERVICES CHERRELL CAMPBELL-STREET

Greetings from the Tennessee Division of Rehabilitation Services,

The Vocational Rehabilitation Program is fortunate to enjoy a close working relationship with our State Rehabilitation Council and has provided input and direction regarding the following initiatives this past year:

- ✿ The Division supported the SRC attendance to all CSAVR/SCSAB conferences.
- ✿ The SRC was included in the full development of the Fiscal Year (FY) 2013 Title I State Plan.
- ✿ Collaboration was maintained with the Council during the opening of Priority Category 2 that had been closed since August of 2002.
- ✿ The Council was an active participant in all six (6) State Plan public hearings.
- ✿ Agency documents requested by the Council were provided in a timely manner.
- ✿ The Council has been invited to participate in the statewide VR Fall Staff Development Conference.
- ✿ The SRC fully participated in the Three Year Need Assessment process.

We are excited to continue to work with the Council to assist Tennesseans with Disabilities by providing quality employment services. Working together with the State Rehabilitation Council, we have continued to enhance the vision of empowerment through informed choice and collaboration of resources. The VR Program looks forward to continuing our partnership in the future.

Respectfully,

A handwritten signature in cursive script that reads "Cherrell Campbell-Street".

Cherrell Campbell-Street
Assistant Commissioner
TN Division of Rehabilitation Services

TABLE OF CONTENTS

SRC MISSION.....	1
SRC VISION	1
SRC RESPONSIBILITIES AND FUNCTIONS.....	1
SRC MEMBERSHIP.....	2
Officers For FY2012	2
Members For FY2012	3
SRC COMMITTEES	4
Consumer Satisfaction and Needs Assessment Committee (CSNAC).....	4
Executive Committee	4
State Plan and Annual Report Committee (SPARC).....	4
Outreach Public Relation and Awareness Committee (OPRA)	4
SRC ACCOMPLISHMENTS	5
THE STATE PLAN: COLLABORATION IN ACTION	6
SRC PRIORITIES FOR FY2013	6
SRC RECOMMENDATIONS.....	7
WHAT IS VOCATIONAL REHABILITATION?	8
Understanding Order of Selection (OOS).....	9
Assistant Commissioner For Rehabilitation Services	9
DIVISION OF REHABILITATION SERVICES GOALS AND PRIORITIES FOR FY2013	10
STATUS OF THE VOCATIONAL REHABILITATION PROGRAM.....	11
VR Program Statistics.....	11
Tennessee Business Enterprise (TBE) Program Statistics	11
Performance Indicators	12
VR Accomplishments for FY2012	13
Client Success Story: Brian Wolverton	13
Walgreens: promoting employment opportunities for individuals with disabilities.....	15
HELPFUL WEBSITES	16
FY2013 SRC QUARTERLY MEETING SCHEDULE.....	17
JOIN THE SRC	17

COMMON ACRONYMS	17
VOCATIONAL REHABILITATION REGIONS.....	18
Region 1 – Johnson City.....	19
Region 2 – Knoxville	20
Region 3 – Chattanooga	21
Region 4 – Cookeville	22
Region 5 – Nashville	23
Region 6 – Columbia.....	23
Region 7 – Jackson.....	25
Region 8 – Camden	26
Region 9 – Memphis.....	27
Region 10 – Services for the Blind and Visually Impaired.....	27
Region 11 – Services for the Deaf and Hard of Hearing.....	27
TECHNOLOGY ACCESS CENTERS	28
CENTERS FOR THE DEAF, HARD OF HEARING, AND DEAF-BLIND.....	29

SRC MISSION

Serving all citizens of Tennessee, the mission of the State Rehabilitation Council of Tennessee is to advise, evaluate and partner with the public vocational rehabilitation program in support of improving access to employment and promoting a diverse workforce statewide.

SRC VISION

The State Rehabilitation Council of Tennessee envisions a statewide workforce that values disability and diversity and is committed to full participation of its citizens.

SRC RESPONSIBILITIES AND FUNCTIONS

The SRC of Tennessee works in partnership with the Tennessee Division of Rehabilitation Services (DRS) to maximize employment and independent living for Tennesseans with disabilities. The SRC advocates for the VR program as well as advises DRS on issues facing consumers of the VR program. The SRC acts as the voice of the consumer and other stakeholders in the VR program.

The SRC's responsibilities and functions include:

- ✚ Review, analyze, and advise DRS regarding responsibilities related to eligibility, including order of selection, effectiveness of services provided, and functions performed by State agencies that affect the employment of individuals with disabilities.
- ✚ Partner with DRS to develop, agree to, and review VR goals and priorities. DRS and the SRC evaluate the effectiveness of the VR program and submit reports of progress to the Rehabilitation Services Administration (RSA) commissioner.
- ✚ Advise DRS regarding activities carried out and assist in the preparation of the State plan and amendments to the plan, applications, reports, needs assessments, and evaluations. The SRC is responsible for Attachment 4.2(c) of the State Plan which contains recommendations from the annual report, review and analysis of consumer satisfaction, other council reports, DRS responses to the comments and recommendations, and explanations for DRS's rejection of input or recommendations.
- ✚ Conduct a review and analysis of the effectiveness and consumer satisfaction with DRS, VR services provided, the employment outcomes achieved by eligible individuals.
- ✚ Prepare and submit an annual report to the Governor and the RSA commissioner on the status of VR programs in the State. This report highlights the goals and achievements of the VR program, the Council's accomplishments for the year, VR program statistics, and VR client success stories.
- ✚ Coordinate activities with other councils to avoid duplication of efforts and enhance the number of individuals served.
- ✚ Coordinate and establish working relationships between DRS and the Statewide Independent Living Council (SILC) and centers for independent living within Tennessee.
- ✚ Perform other functions consistent with VR services deemed appropriate by the SRC.

Every State has an SRC as established in Title I, Section 101(a) (21) of the Rehabilitation Act of 1973 and in Title 34 Part 361.16 of the Code of Federal Regulations (CFR).

SRC MEMBERSHIP

Council members are appointed by the Governor to serve a term of three years and may not serve more than two consecutive full-terms. When making appointments, the Governor must consider individuals representing a broad range of individuals with disabilities and organizations interested in individuals with disabilities. The Governor, to the extent possible, must consider that minority populations are represented on the council. The majority of members must be individuals with disabilities not employed by DRS.

CFR Title 34 Part 361.17 contains details on membership, appointments, terms, and electing of a chairperson.

OFFICERS FOR FY2012



Mark Montgomery, Chair
Nashville
Statewide Independent Living Council



Tricia Griggs, Vice-Chair
Nashville
Client Assistant Program



Rozann Downing, Secretary
Big Sandy
Business, Industry and Labor

Upcoming FY2013 Officers

Chair – Rozann Downing
Vice-Chair – Mark Montgomery
Secretary – Marianne Dale

FY2012 runs from October 1, 2011 –
September 30, 2012

FY2013 runs from October 1, 2012 –
September 30, 2013

The SRC would like to commend the following members for their years of service on the council. We look forward to continue working with these members.

- ❖ Esther McCoy
- ❖ Raymond Edward Neal
- ❖ Maria Ramirez
- ❖ Jody Ray Shaw

The SRC would like to welcome our new and incoming members.

- ❖ Tom Depauw
- ❖ John Harris
- ❖ Samantha Moreno
- ❖ Floyd Stewart

The council must be comprised of at least 15 members from the following groups/organizations:

SILC, Parent Training and Information Center, Client Assistance Program (CAP), VR counselor (ex officio, non-voting member), community program service providers, business, industry, and labor representatives (at least 4), disability groups, current or former VR recipients, State educational agency, State workforce investment board, and the Director of DRS (ex officio, non-voting member).

MEMBERS FOR FY2012



Norris Branick
Jackson
Former VR Recipient



Sharon Bryant
Ooltewah
Community Rehabilitation Program



Samuel Cole
Nashville
Liaison



Marianne Dale
Henry
Disability Advocacy Group



Tom Depauw
Brentwood
Business, Industry and Labor



John Harris
Murfreesboro
Disability Advocacy Group



Mary Little
Greeneville
VR Counselor



Esther McCoy
Memphis
Parent Training and Information Center



Michael McGrath
Knoxville
Business, Industry and Labor



Raymond Edward Neal
Hendersonville
Disability Advocacy Group



Maria Ramirez
Nashville
VR Recipient



Jean Saulsberry
Memphis
Business, Industry and Labor



Jody Ray Shaw
Madison
Disability Advocacy Group



Steve Sparks
Nashville
State Education Agency

SRC COMMITTEES

The SRC in Tennessee has adopted a committee structure. The Council has a lot of responsibilities throughout the year. The committee structure allows the Council to divide up the work into smaller focused segments so the committees can address issues in-depth. Committees can do work outside of formal meetings and report back to the whole group. The SRC chair can appoint additional committees as necessary to carry out the purpose of the Council. All SRC members must serve on at least one committee.

CONSUMER SATISFACTION AND NEEDS ASSESSMENT COMMITTEE (CSNAC)

CSNAC is a standing committee that fulfills the requirements of the law and gathers reliable data to shape policy, procedures, and program accountability.

- Reviewed Statewide Needs Assessment with DRS to access the results that established the goals for the State Plan 2013.
- Organized CSNAC Committee Members to develop and implement Focus Groups to be conducted in FY2013.
- Started collaborating with DRS on the upcoming needs assessment.

EXECUTIVE COMMITTEE

Standing committee that consists of the Chair from each of the other committees and all officers of the SRC, including past SRC Chairs, if approved by the current Chair. The Executive Committee is also responsible for the duties of SPARC.



STATE PLAN AND ANNUAL REPORT COMMITTEE (SPARC)

SPARC is a standing committee that in collaboration with DRS, prepares the State Plan, Annual Report, and Resource Plan.

- Collaborated with DRS on the writing of the State Plan.
- Participated in statewide public hearings on the FY 2013 Title I, Part B State Plan.
- Distributed council appointment information and received increased consumer/public participation in the SRC nomination process.
- Prepared Annual Report with DRS.
- Attended Council of State Administrators of Vocational Rehabilitation (CSAVR) Fall Conference.

OUTREACH PUBLIC RELATION AND AWARENESS COMMITTEE (OPRA)

OPRA is a standing committee that acts as the bridge between SRC/VR to the community and stakeholders with the primary purpose to gather and distribute information that impacts successful client employment outcomes.

- Continue to improve the SRC web-site accessibility through the Department of Human Services.
- Continue to increase participation in the public hearing process by improving communication and outreach to clients
- Collected and analyzed public comments from the FY 2013 Title I, Part B State Plan hearing.
- Currently working on a marketing campaign by developing a logo and slogan to give the council an identity.

SRC ACCOMPLISHMENTS

- ✿ The SRC collaborated with the Division of Rehabilitation Services (DRS) to complete and submit the approved FY 2013 Title I, Part B State Plan.
- ✿ The SRC, with Assistant Commissioner Campbell-Street, attended all State Plan public hearings at neutral sites.
- ✿ The SRC and DRS submitted nominations for SRC members to the Governor and appointments are being made.
- ✿ The SRC worked with DRS to completely open all Priority Category 2 cases.
- ✿ The SRC held its annual in-service training on July 11, 2012 at the Holiday Inn Vanderbilt Hotel in Nashville.
- ✿ A representative of the SRC attended the fall CSAVR Conference during FY 2012.



- ✿ A representative of the SRC attended the National Coalition of State Rehabilitation Councils (NCSRC) Conference during FY 2012.
- ✿ Four (4) quarterly SRC meetings were held and appropriate public notices given.
- ✿ Reorganized committees making sure each member has a seat on a committee and each committee understands its role.

- ✿ The SRC provided outreach at the TARP Center for Independent Living Americans with Disabilities Act (ADA) Celebration, to veterans in Henry County, and to the homeless.



- ✿ The SRC worked with DRS to revise the policy requiring college students sponsored by DRS take a minimum of 15 credit hours per semester to be in line with other funding sources that only require a minimum of 12 credit hours per semester.



THE STATE PLAN: COLLABORATION IN ACTION

During FY2012, the SRC collaborated with DRS to write the FY 2013 Title I, Part B State Plan. The SRC not only worked on Attachment 4.2(c), but on every attachment of the State Plan. The SRC held several meetings with DRS regarding the State Plan throughout the year, and DRS kept the council informed of feedback received from RSA. This was the first time the SRC was fully included in the writing of the entire State Plan.



The SRC commends DRS for collaborating with the SRC in the process of writing the State Plan. The SRC commends Assistant Commissioner Campbell-Street for coordinating this effort and placing importance and value on SRC involvement. The voice of the consumer was truly included in the FY 2013 Title I, Part B State Plan.

Another first occurred in FY2012 when the Assistant Commissioner attended every public hearing regarding the State Plan. No Assistant Commissioner prior to Ms. Campbell-Street has attended all the public hearings. Hearings were held in Johnson City, Knoxville, Chattanooga, Nashville, Jackson, and Memphis.

The SRC commends DRS on conducting the Public Hearings at neutral sites, providing adequate publicizing/ notification of Public Hearings, and being prepared to answer questions from the public.

We look forward to continuing this collaboration which benefits all Tennesseans.

SRC PRIORITIES FOR FY2013

- Hold the Middle Tennessee State Plan public hearing during the annual Tennessee Disability Mega Conference.
- Work with DHS webmaster to improve current SRC website or to create a new SRC website. The SRC wants to start posting meetings minutes on the website, as well as add new features to facilitate more community involvement.
- Become members of the National Rehabilitation Association (NRA) and NCSRC.
- Create a committee to examine the feasibility and pros and cons of making the SRC a 501(c)(3) organization.
- Collaborate with SILC to develop a statewide leadership institute to help prepare Tennesseans to serve on councils and committees such as the SRC and SILC.
- Invite client successes to quarterly SRC meetings and/or recognize the case of the quarter.
- Collaborate with DRS on a retreat for writing the FY2014 Title I, Part B State Plan.
- Hold focus groups in collaboration with DRS to continue ongoing collection of data for the needs assessment.



SRC RECOMMENDATIONS

The following is a summary of the recommendations made by the SRC in Attachment 4.2(c) of the FY2013 State Plan. The State Plan is the contract between the Federal Government RSA and the State of Tennessee. The plan is necessary to receive federal funds for the VR program (CFR Title 34 Part 361.2). The Plan describes how the VR services will be provided in accordance to laws and regulations. It essentially acts as the blueprint for the State's VR program.

Attachment 4.2(c) of the State Plan (CFR Title 34 Part 361.16(b)(2)(C)(v)) contains recommendations from the annual report, review and analysis of consumer satisfaction, other council reports, DRS responses to the comments and recommendations, and explanations for DRS's rejection of input or recommendations.

- ✿ In order for the SRC to make informed decisions and recommendations on the State VR program, the SRC recommends the Division continue to improve the process of providing reports to the SRC with adequate time to review and provide input/feedback before the reports are submitted to RSA.
- ✿ The SRC recommends DRS continue to allocate significant additional funding to direct client services keeping all Priority Category 2 cases open. The SRC also recommends DRS consider permanently opening all priority categories.
- ✿ To further enhance the ability for the SRC to assist and participate in setting goals and priorities with DRS, the SRC recommends DRS continue to work collaboratively with the SRC in conducting focus groups and providing input to the needs assessment.

- ✿ The SRC recommends DRS implement a procedure to develop a student's Individualized Plan for Employment (IPE) shortly after priority category placement to provide career exploration and job placement services earlier in the student's high school career. We appreciate the new Administration's willingness to consider writing IPE's earlier and providing work experiences to transition aged youth.
- ✿ The SRC recommends DRS provide any and all proposed changes to the VR policy manuals and Procedural Directives to the SRC, before the manuals are modified. The SRC would like to review, provide input and feedback, and give approval on all policy manual changes before they become official.

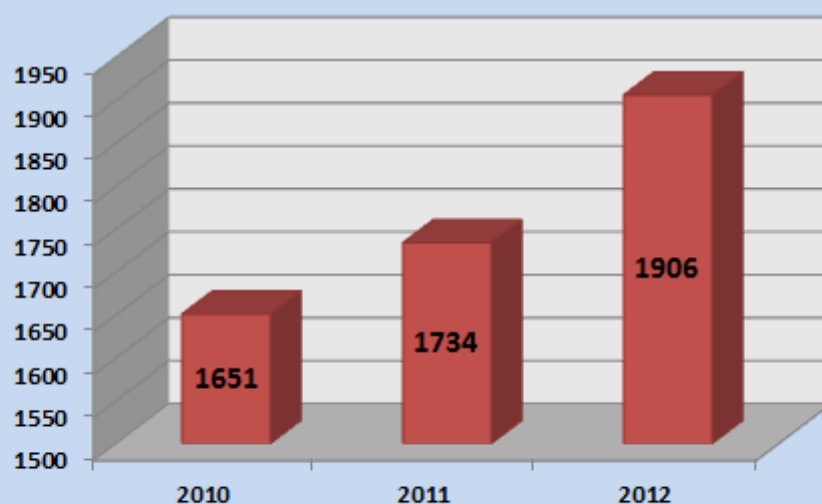
The State Plan contains the model for achieving goals and priorities and is used to evaluate the State's performance over time. The goals and priorities are created by the results of the needs assessment, performance on program standards and indicators (indicated in the Rehabilitation Act of 1973, Title I, Section 106), results of consumer satisfaction surveys, and input from State Plan meetings and hearings. The Rehabilitation Act of 1973, Title I, Section 101(a) and CFR Title 34 Part 361.29 layout the requirements of the State Plan.

- ✿ The SRC recommends DRS continue the efforts to meet the Comprehensive System of Personnel Development (CSPD) requirement by making a master's degree in rehabilitation counseling mandatory for all counselors, developing incentives once the counselor receives their degree, and expanding the graduate internship program that assists VR in their recruitment.

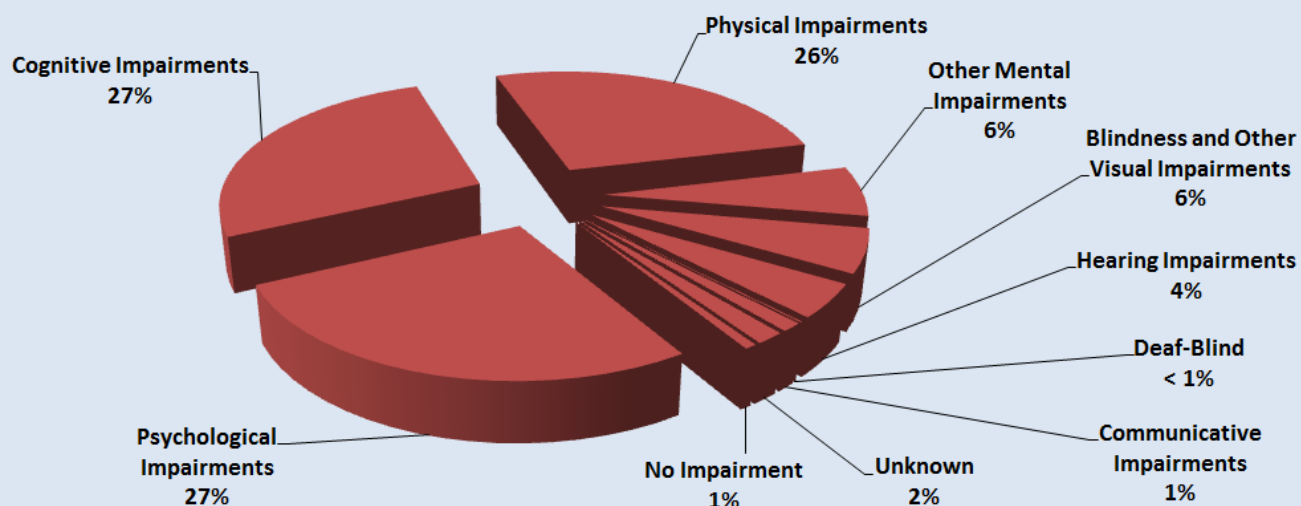
WHAT IS VOCATIONAL REHABILITATION?

Vocational Rehabilitation is a federal and State program that helps people with disabilities enter, maintain, or return to employment. VR services include training through Community Tennessee Rehabilitation Centers (TRC) and providing assistance with education, medical or psychological treatment that would increase an individual's ability to work, rehabilitation technology, auxiliary aids, job placement, and post-employment services. Clients receive counseling and guidance to help achieve their employment goals. In the State of Tennessee, VR is run by the Tennessee Department of Human Services (DHS), Division of Rehabilitation Services (DRS).

Tennesseans employed as a result of VR Services



Total individuals receiving VR services by disability for FY2012: 24,473



UNDERSTANDING ORDER OF SELECTION (OOS)

DRS operates on an OOS. Due to funding constraints, only those persons with the most significant disabilities are served first. OOS contains four priority levels with 1 being the most significant and 4 being the least significant. To be considered Priority Category 1, a client must have limitations in two of seven areas (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills). Clients also need multiple vocational rehabilitation services for 6-months or more. Currently, Tennessee services all Priority Category 1 and Priority Category 2 cases.

ASSISTANT COMMISSIONER FOR REHABILITATION SERVICES

Ms. Campbell-Street is committed to a policy of open communication with the Council. This commitment will strengthen the partnership between the SRC and the DRS to improve the VR program in the State of Tennessee.

Ms. Campbell-Street has over 20 years of experience working with people with disabilities. She spearheaded and led several initiatives to improve and strengthen the Vocational Rehabilitation Program in Georgia. Cherrell began her career working with the Easter Seals Society of Southwest Georgia. She co-facilitated a program geared to decrease the dropout rate for students with disabilities in the local school systems. She was hired by the Georgia Division of Rehabilitation Services in 1993 as a Transition Counselor. She has managed caseloads for the blind and visual impaired, traumatic brain injuries, mental health as well as the general population. She has worked as a Job Placement Specialist with emphasis in placing the most significantly disabled in non-traditional jobs.



In 1998, Cherrell was promoted to Unit Manager where she provided direct supervision for a team of vocational rehabilitation staff. Under her leadership, her team met or exceeded its goal for successful employment outcomes for six straight years. Serving on the state's policy committee, she helped shape policies on post-secondary training, case reviews and transitioning students from school to work. She has led contract negotiations with local CRPs' and personally recruited providers to work with the agency in various areas. In 2008, Cherrell was promoted to the position of Regional Director for the southeastern part of the state. In this role, she managed the hearing and appeal process for twenty-three counties. She also worked closely with the local Social Security Administration. She designed regional policies to ensure the maximum amounts of dollars were secured through SSA reimbursement. Under her leadership, major business partnerships were formed that resulted in the mass hiring of people with disabilities in distributions centers at Lowe's, Target and Fuji Film throughout southern Georgia. She was also instrumental in working in the area of Assistive Work Technology and creating an Assistive Technology Resource Center.

Over the expanse of her career, Cherrell has received several awards for leadership and innovation. She has a B.S. in Communications and a M.S. in Rehabilitation Counseling. She is a member the National Rehabilitation Association and the National Employers for Persons with Disabilities Organization.

DIVISION OF REHABILITATION SERVICES GOALS AND PRIORITIES FOR FY2013

The following are the goals and priorities developed and agreed to by DRS and the SRC for FY2013.

- ⊕ Increase the number of successful closures.
 - Train staff on upcoming policy and SPD changes regarding how to determine VR program eligibility.
 - Continue to monitor and assess the effect of opening Priority Category 2 to determine if the DRS interpretation of the Order of Selection needs to be reevaluated.
 - Perform fiscal reviews to assess the program's ability to open Priority Category 3.
- ⊕ Ensure that at least 92% of individuals served and closed with successful employment outcomes will be individuals with significant disabilities.
- ⊕ Achieve a 96% or higher satisfaction rating for the vocational rehabilitation program as reported by the consumer satisfaction survey program for successful outcome closures.
- ⊕ Develop a new VR Business Operations Unit and continue ongoing employer relationship development and maintenance with existing VR Employment Counselors and continue working with the University of Tennessee Knoxville (UTK) DRS Corporate Connections to increase employment opportunities for people with disabilities by establishing a stronger focus and recognition of employment related activities including:
 - Placing additional employment counselors in regions where needed, upon completion of position reclassification and the implementation of the TEAM Act, as determined by a needs assessment conducted by the new VR Business Operations Unit.
 - Building a comprehensive network of employment resources across the state.
 - Continuing to develop and provide services to employers promoting the value of the Division and the hiring of people with disabilities.
- ⊕ Continue to study the classification of a Director of Deaf Services within our organizational structure.
- ⊕ Hire a Director of Vocational Rehabilitation.



Parthenon, Nashville

STATUS OF THE VOCATIONAL REHABILITATION PROGRAM

The status of the VR program examines statistics so see the changes from the previous fiscal year. The performance indicators determine how successful the program is. There have been several success stories and several advances in various VR programs throughout the year.

VR PROGRAM STATISTICS

Statistic	FY2010	FY2011	FY2012
New Applications	8,393	7,590	7,257
Total number of people with disabilities served	29,747	25,957	24,430
Number of persons obtaining employment/closed successfully	1,651	1,734	1,906
Annualized earnings before rehabilitation	\$2,999,880	\$3,467,412	\$66,336.70
Annualized earnings after rehabilitation	\$24,293,776	\$26,135,092	\$541,557.00
Net earnings increase	\$21,293,896	\$22,667,680	\$475,220.30
*Success rate	47.8%	42.11%	46.18%

* The success rate is the number of successfully closed cases divided by the total number of closed cases (both successful and unsuccessful).



TENNESSEE BUSINESS ENTERPRISE (TBE) PROGRAM STATISTICS

The TBE program operates 141 vending facilities and continues to generate millions in sales. TBE provides high quality products and customer service while maximizing employment and economic opportunities for legally blind individuals in vending/food service operations.



PERFORMANCE INDICATORS

The performance indicators determine how the State VR programming is performing. The State VR program must meet or exceed 4 of the 6 Standard 1 indicators, and at least 2 of the 3 primary indicators and standard 2 must be met or exceeded.

Indicator	RSA Minimum Performance Level	FY 2012
1.1: How many more or fewer individuals achieved employment?	Greater than or equal to prior year	+172 Met
1.2: Of the individuals whose cases were closed after receiving services, what percentage achieved employment?	55.80%	46.2% Not Met
1.3: (Primary Indicator) Of the individuals who achieved employment, what percentage achieved competitive employment?	72.60%	91.3% Met
1.4: (Primary Indicator) Of the individuals who achieved competitive employment, what percentage had a significant disability?	62.40%	94.3% Met
1.5: (Primary Indicator) What is the ratio of the average hourly wage of individuals who achieved competitive employment to the average hourly wage of all employed individuals in the state?	0.520	0.520 Met
1.6: What was the increase or decrease in the percentage of individuals who achieved competitive employment who had their own income as a primary source of support at closure compared to the percentage who had their own income as a primary source of support when they applied for VR services?	53.00	58.6 Met
2.1: What was the ratio of the minority population served by the VR program compared to the ratio of the nonminority population served by the VR program?	0.800	0.94 Met
Number of Indicators in Standard 1 that Passed	4	5 Met
Number of Primary Indicators in Standard 1 that Passed (1.3 – 1.5)	2	3 Met

The Rehabilitation Act of 1973, Title I, Section 106, requires RSA to establish evaluation standards and performance indicators for the VR program that include outcome and related measures of program performance. The standards are published in CFR Part 361.

VR ACCOMPLISHMENTS FOR FY2012

- ✦ The number of successful closures increased by 9.9%.
- ✦ Priority Category 2 was opened for services on September 30, 2012.
- ✦ 94.3% of individuals served and closed with successful employment outcomes were individuals with significant disabilities.
- ✦ Based upon the Consumer Satisfaction Survey statistics provided by the University of Memphis, the VR division received an 85.8% satisfaction rating from Successful 26 Closures (971 responses). This information is based upon FY 2010-2011 statistics as the FY 2011-2012 statistics will not be available until January 2013. The VR division has implemented policy and procedures improvements and adopted a “customer focused...employment driven” initiative which will have a positive impact upon this performance measure moving forward.
- ✦ Increased employment opportunities for people with disabilities by building a comprehensive network of employment resources across the state and continuing to develop and provide services to employers promoting the value of the Division and the hiring of people with disabilities through ongoing employer relationship development, maintenance with existing VR Employment Counselors, and through our contract with UTK DRS Corporate Connections.
- ✦ There were several staffing changes in FY2012 including:
 - Patti Bell-Norris is Director of Services for the Blind and Visually Impaired and Services for the Deaf and Hard of Hearing.
 - Yovancha Lewis-Brown is Assistant VR Director of Field Operations.
 - Larry Mangrum is Assistant VR Director of Business Services.
 - Karen Carothers is the Superintendent of TRC Smyrna.

CLIENT SUCCESS STORY: BRIAN WOLVERTON

Brian received assistance from VR with tuition and fees to attend East Tennessee State University (ETSU) where he obtained a Bachelor of Arts Degree in English, with a minor in Chemistry in 1996. Brian was diagnosed with Obsessive Compulsive Disorder and Schizoid Personality Traits. Due to ongoing and increasing health issues, Brian was unable to go to work after graduation. Although, at times, he would attempt the job search, he was unsuccessful due to relapse of symptoms. However, his Vocational Rehabilitation Counselor (VRC), Gail Evans did not give up on Brian. He was finally able to reach a point in his life where he felt ready and able to pursue employment. Brian lives at home with his parents and does not drive. He had not volunteered anywhere and no previous work history. Both of these factors constituted incredible barriers employment.

In 2008, Brian started attending VR's Job Clubs and started gaining important skills needed to be able to get and keep a job. Social skills he gained were as vital to his success as any other skill. As a result of a job club held at the local career center, Brian prepared and took the Career Readiness Assessment (CRA). He scored a Gold Level, which is the highest level one can achieve on this test. This was a great addition for his resume.

VR started doing weekly Employment Networking Program (ENP) classes in June 2010. These classes were conducted by Jimmy Zukas. Brian attended diligently and always dressed for success for each class. Brian always took the information gained in class and applied it towards his search. After much reconsideration about what he really wanted to do as a career, Brian thought about taking the Pharmacy Tech exam to become a certified Pharmacy Technician. To ensure this was a good fit for Brian, Employment Counselor (EC), Sharon Potter, helped set up a job shadowing experience at a pharmacy. Brian did the job shadow and also had an informational interview with a Pharmacy Tech and the Pharmacist.

After the job shadowing experience, Brian was determined to become a Pharmacy Tech. He was very anxious about taking the Pharmacy Tech exam. Once he ordered the materials and started studying for the exam, he became rather obsessed with it and could not bring himself (in his mind) to schedule the test.

His VRC, EC, and other VR staff gave him much encouragement to schedule and take the exam. After several months, nearly a year after deciding to do this as a career, Brian felt he had studied all he could for the exam. He took the Pharmacy Tech exam in August 2010 and received his certificate in September 2010. He scored near perfect in all areas of the exam.



1,906 Tennesseans with disabilities in the VR program achieved gainful employment in FY2012.

After passing the exam, the employment team started assisting Brian with his job search. Brian's VRC and EC visited multiple local pharmacies in an effort to promote Brian and the program including on-the-job training and tax incentives. Unfortunately, none of the local pharmacies were hiring at the time.

Teresa Smith, with UTK Corporate Connections, approached one of her contacts, a Pharmacy Manager at the Walgreens in Blountville. Lesa Sholes with Walgreens took Brian's resume, and the application process was started. Brian applied on-line, and was then called into the store where he completed the Walgreens' assessment process. Brian had a perfect score on this as well. Walgreens was really impressed! Brian was hired as a part-time pharmacy tech on July 26, 2011.

At Brian's orientation, Walgreens' Regional Trainer, Cody Storm, stated that Brian was the best dressed out of forty new hires, and upon walking in the room was the only one to greet him with a handshake and introduce himself. When Brian started work; he had a few barriers during his first few weeks of employment, but luckily he had natural supports from the Walgreens' Pharmacy Manager and Regional Trainer to assist him in overcoming these obstacles and continuing to be productive on the job.

VR successfully closed Brian's case on November 16, 2011. This has been a life-changing experience for Brian. He is now involving himself more in the community than he ever has before. Brian plans to start driving soon and is currently saving money to buy a car so he can be even more independent.



Walgreens was recognized at the Northeast TN Workforce Investment Board's Annual Meeting in October 2012. The Northeast TN Diversity in Employment Consortium, which includes the TN Division of Rehabilitation Services, partnered with the Alliance for Business & Training, the TN Department of Labor & Workforce Development, and the regional Workforce Employer Outreach Committee to host a disability employment awareness event at the Northeast TN Workforce Investment Board Annual Meeting.

The group of eighty heard from keynote speaker, Dr. Robert Nicholas, presenting "*Moving Forward: Expanding Employment Opportunities for Jobseekers with Disabilities through Employer Partnerships*", which included information on Walgreens' National Corporate Initiatives.

The Blountville Walgreens including Lesa Sholes, the Pharmacy Manager from the Blountville Store, Cody Storm, Regional Trainer, and Jeff Mabe, Community Leader, were honored for their outstanding commitment and leadership in promoting employment opportunities for individuals with disabilities across the Northeast TN Region. Miss Sholes has worked with Northeast TN Diversity in Employment Consortium for several years speaking to groups and promoting Walgreens corporate initiatives to other



employers. Miss Sholes and Mr. Storm were instrumental in assisting Brian Wolverton in his employment success at Walgreens. Due to all their efforts, the VR Employment Team (Gail Evans, Sharon Potter, Jimmy Zukas and Teresa Smith) recognized them with a plaque of appreciation.

HELPFUL WEBSITES

- ✿ **Client Assistance Program** - www.dlactn.org/cap.html - helps individuals who have concerns or difficulties when applying for or receiving rehabilitation services funded under the Rehabilitation Act.
- ✿ **Code of Federal Regulations** - www.gpo.gov/fdsys/search/home.action - The Federal Digital System contains the Code of Federal Regulations. Title 34 Part 361 refers to the SRC.
- ✿ **Community Tennessee Rehabilitation Centers (TRC)** – www.tn.gov/humanserv/rehab/ctrc.html - A Community TRC provides services that lead to employment and are designed to meet individual needs.
- ✿ **eRehab** – www.erehab.org – online training series used by SRC members to get a better understanding of the VR program, the SRC's roles and responsibilities, and the State Plan.
- ✿ **Rehabilitation Act of 1973, as amended** - access-board.gov/enforcement/rehab-act-text/intro.htm - contains all articles of the Rehabilitation Act of 1973, as amended. Title I covers the VR program and SRC.
- ✿ **Rehabilitation Services Administration** – rsa.ed.gov – contains information about the federal Rehabilitation Services Administration and includes various reports and VR statistics for each State (includes the State Plans).
- ✿ **Rehabilitation Services Features** - www.tn.gov/humanserv/rehab/rehab_main.html - contains information on rehabilitation services such as the TRC, Deaf and Hard of Hearing Services, and the Tennessee Technology Access Program (TTAP).
- ✿ **State Rehabilitation Council** - www.tn.gov/humanserv/rehab/cc1.html - provides information on the SRC and contains last year's annual report.
- ✿ **Statewide Independent Living Council of Tennessee** – www.tnsilc.org - promotes independent living in Tennessee.
- ✿ **Tennessee Business Enterprises** – www.tnvend.org – provide high quality products and customer service while maximizing employment and economic opportunities for legally blind individuals in vending/food service operations.
- ✿ **Tennessee Rehabilitation Center Smyrna** – www.tn.gov/humanserv/rehab/trc.html - TRC Smyrna is a comprehensive residential rehabilitation facility that offers specialized programs and services within a campus environment.
- ✿ **Vocational Rehabilitation Services** - www.tn.gov/humanserv/rehab/vrs.html - provides information on the Tennessee Division of Rehabilitation Services including client eligibility and local offices.

FY2013 SRC QUARTERLY MEETING SCHEDULE

All meetings are held in Nashville unless otherwise noted. Exact locations are to be determined. Dates are subject to change.

🌐 February 12-13, 2013 (Paris Landing)

🌐 April 4, 2013

🌐 August 1, 2013

🌐 October 3, 2013 (FY2014)

JOIN THE SRC

If you are a person with a disability or someone interested in having input regarding employment services to individuals with disabilities, the State Rehabilitation Council of Tennessee may be for you. If you are interested in learning more about this unique opportunity to serve, please contact Rozann Downing, SRC Chair, at (731) 593-0254 or rozann@bhillc.org.

COMMON ACRONYMS

CAP	Client Assistance Program
CFR	Code of Federal Regulations
CRA	Career Readiness Assessment
CSNAC	Consumer Satisfaction and Needs Assessment Committee
CSAVR	Council of State Administrators of Vocational Rehabilitation
CSPD	Comprehensive Systems of Personnel Development
EC	Employment Counselor
ENP	Employment Networking Program
DHS	Department of Human Services
DRS	Division of Rehabilitation Services
FY	Fiscal Year (runs from October 1 – September 30)
IPE	Individualized Plan for Employment
JOBS	Job Objectives and Behavioral Services
NCSAB	National Council of State Agencies for the Blind
NCSRC	National Coalition of State Rehabilitation Councils
NRA	National Rehabilitation Association
OPRA	Outreach Public Relation and Awareness Committee
OOS	Order of Selection
RSA	Rehabilitation Services Administration
SILC	Statewide Independent Living Council
SPARC	State Plan and Report Committee
SRC	State Rehabilitation Council
TBE	Tennessee Business Enterprises
TBI	Traumatic Brain Injury
TRC	Tennessee Rehabilitation Center
TTAP	Tennessee Technology Access Program
UTK	University of Tennessee Knoxville
VIS	Vision Impairment Services
VR	Vocational Rehabilitation
VRC	Vocational Rehabilitation Counselor

VOCATIONAL REHABILITATION REGIONS

The Tennessee Division of Rehabilitation Services is divided into 11 regions. The map shows the regions and the cities containing the regional offices. Region 10 contains services for the Blind and Visually Impaired for the entire State. Region 11 contains services for the Deaf and Hard of Hearing for the entire State.

Tennessee Division of Rehabilitation Services Regions



Each region contains a regional office, district office(s), and some regions contain TRCs. The following pages break down the regions and contain contact information for the regional office, district offices, and TRCs.

TRC Smyrna, located in region 6, is a comprehensive residential rehabilitation facility that offers specialized programs and services within a campus environment. TRC Smyrna assists individuals with disabilities in achieving their goals of employment and independent living. The TRC is located 25 miles south of Nashville in the town of Smyrna and serves clients of the Division of Rehabilitation Services from all 95 counties of the state. Programs of service are offered in seven primary areas:

- Comprehensive Vocational Evaluation
- Job Objectives and Behavioral Services (JOBS)
- Vocational Training
- Physical Rehabilitation Services
- Traumatic Brain Injury Program (TBI)
- Vision Impairment Services (VIS)
- Transitional Living Skills Training

A Community TRC provides services that lead to employment and are designed to meet individual needs. There are currently 17 TRCs throughout the State of Tennessee. Programs of service include:

- Comprehensive Vocational Evaluation Services include determining work interest and abilities and career exploration and planning.
- Employee Development Services include performing actual work for area businesses, building physical work tolerance, and learning work skills and gaining work experience.
- Job Development and Employment Assistance include job readiness instruction, resume development, and job search assistance.

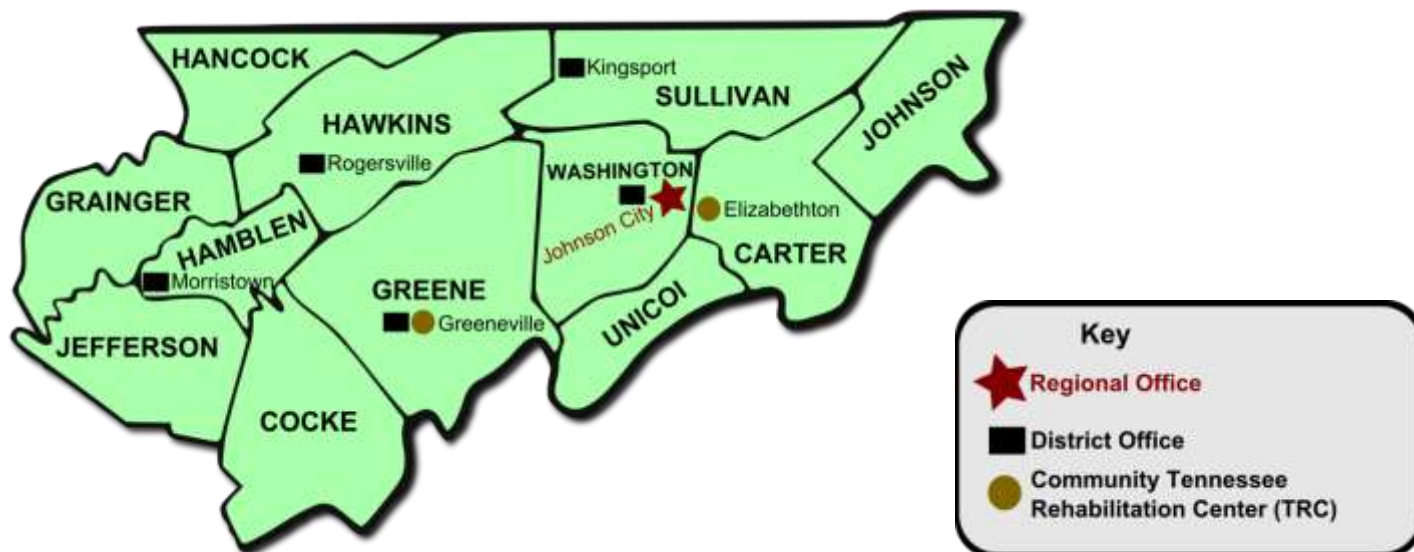
REGION 1 – JOHNSON CITY

Regional Supervisor: Gracene Hensley

Counties Served: Carter, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Sullivan, Unicoi, Washington

Vocational Rehabilitation Regional Office

905 Buffalo Street
Johnson City, Tennessee 37604-6719
Phone: (423) 434-6934
TTY: (423) 434-6899
Fax: (423) 434-6963



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<u>Greeneville</u> 241 Baileyton Road Greeneville, TN 37745-3303 Phone/TTY: (423) 639-5148 Fax: (423) 639-1084	<u>Elizabethton</u> 407 Cherokee Park Drive Elizabethton, TN 37643 Phone: (423) 542-4159 TTY: (423) 542-3294 Fax: (423) 542-3568
<u>Johnson City</u> 103 Walnut St. East Johnson City, TN 37601-6847 Phone: (423) 926-3178 and TTY: (423) 434-6697 Fax: (423) 434-6616	<u>Greeneville</u> 241 Baileyton Road Greeneville, TN 37745-3305 Phone: (423) 639-5148 Fax: (423) 639-1084
<u>Kingsport</u> 1060 Wilcox Court Kingsport, TN 37660-5381 Phone: (423) 245-4278 and TTY: (423) 224-1961 Fax: (423) 224-1965	
<u>Morristown</u> 2812 W. Andrew Johnson Hwy. Morristown, TN 37814 Phone: (423) 587-7007 and TTY: (423) 587-2388 Fax: (423) 587-7071	
<u>Rogersville</u> 4017 Hwy. 66 Rogersville, TN 37857 Phone: (423) 272-2606	

REGION 2 – KNOXVILLE

Acting Regional Supervisor: Amy Rader

Counties Served: Anderson, Blount, Campbell, Claiborne, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Union

Vocational Rehabilitation Regional Office

State Office Building
531 Henley Street, Suite 520
Knoxville, Tennessee 37902
Phone/TTY: (865) 594-6060
Fax: (865) 523-7852 or (865) 594-6535



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Center
<u>Rockwood</u> 1088 North Gateway Avenue Rockwood, TN 37854 Phone/TTY: (865) 354-1039 Fax: (865) 354-9919	<u>Maryville</u> 1749 Triangle Park Drive Maryville, Tennessee 37801-3750 Phone/TTY: (865) 981-2382 Fax: (865) 981-1573

REGION 3 – CHATTANOOGA

Regional Supervisor: Andy Bible

Counties Served: Bledsoe, Bradley, Coffee, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, Moore, Polk, Rhea, Sequatchie

Vocational Rehabilitation Regional Office

311 East Martin Luther King Boulevard, Suite 301
Chattanooga, Tennessee 37403-4126
Phone: (423) 634-6700
TTY: (423) 634-6717
Fax: (423) 634-6712



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<u>Cleveland</u> 3069 Overlook Dr. N.E., Suite A Cleveland, TN 37312 Phone: (423) 478-0330 and TTY: (423) 478-0431 Fax: (423) 559-4994	<u>Cleveland</u> 3069 Overlook Drive, Suite B Cleveland, TN 37312-5566 Phone: (423) 478-0330 and TTY: (423) 478-0431 Fax: (423) 559-4994
<u>Dayton</u> Tennessee Career Centers Dayton 200 Fourth Ave., Room 106 Dayton, TN 37321 Phone: (423) 775-3435 Fax: (423) 775-9122	<u>Manchester</u> 91 Volunteer Parkway Manchester, TN 37355 Phone: (931) 723-5070 and TTY: (931) 723-5021 Fax: (931) 723-5085
<u>Jasper</u> Caring, Inc. 300 Ridley Drive Jasper, TN 37347 Phone: (423) 942-1800 Fax: (423) 942-5642	<u>Winchester</u> 135 Baxter Lane Winchester, TN 37398 Phone/TTY: (931) 962-1162 Fax: (931) 962-1169

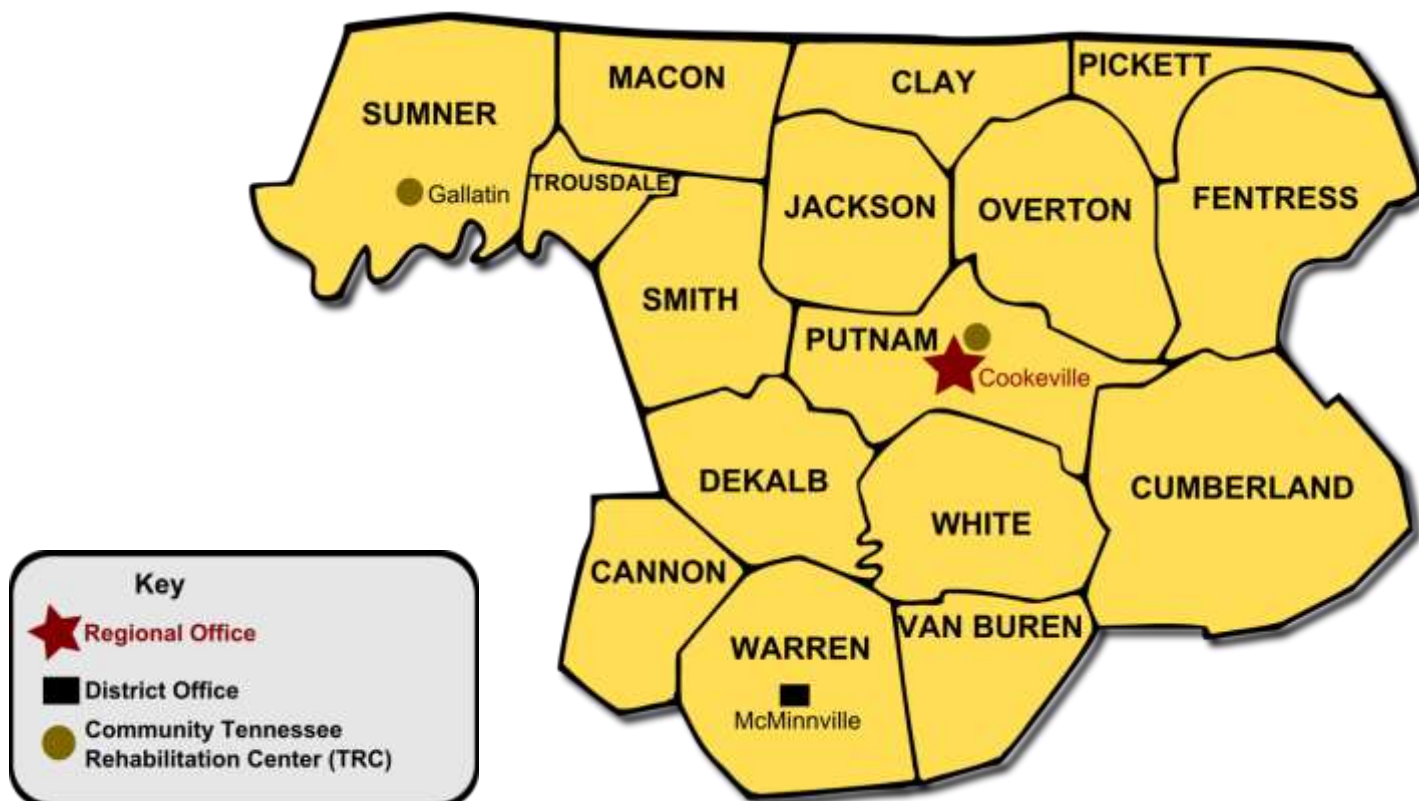
REGION 4 – COOKEVILLE

Regional Supervisor: Mary Jane Ware

Counties Served: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Sumner, Trousdale, Van Buren, Warren, White

Vocational Rehabilitation Regional Office

955 E. 20th Street
Cookeville, Tennessee 38501-2472
Phone: (931) 526-9783
TTY: (931) 525-6622
Fax: (931) 525-1614



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<u>McMinnville</u> 1200 Belmont Drive McMinnville, TN 37110 Phone: (931) 473-4667 Fax: (931) 473-0987	<u>Cookeville</u> 955 E. 20th Street Cookeville, TN 38501-2472 Phone: (931) 526-4721 and TTY: (931) 525-6622 Fax: (931) 526-4705
	<u>Gallatin</u> 1019 Union School Road Gallatin, TN 37066 Phone: (615) 451-5826 and TTY: (615) 451-5885 Fax: (615) 451-5883

REGION 5 – NASHVILLE

Regional Supervisor: Diedra Sawyer

Counties Served: Davidson and Robertson

Vocational Rehabilitation Regional Office

88 Hermitage Avenue
Nashville, Tennessee 37210
Phone: (615) 741-1606
TTY: (800) 270-1349
Fax: (615) 741-8180



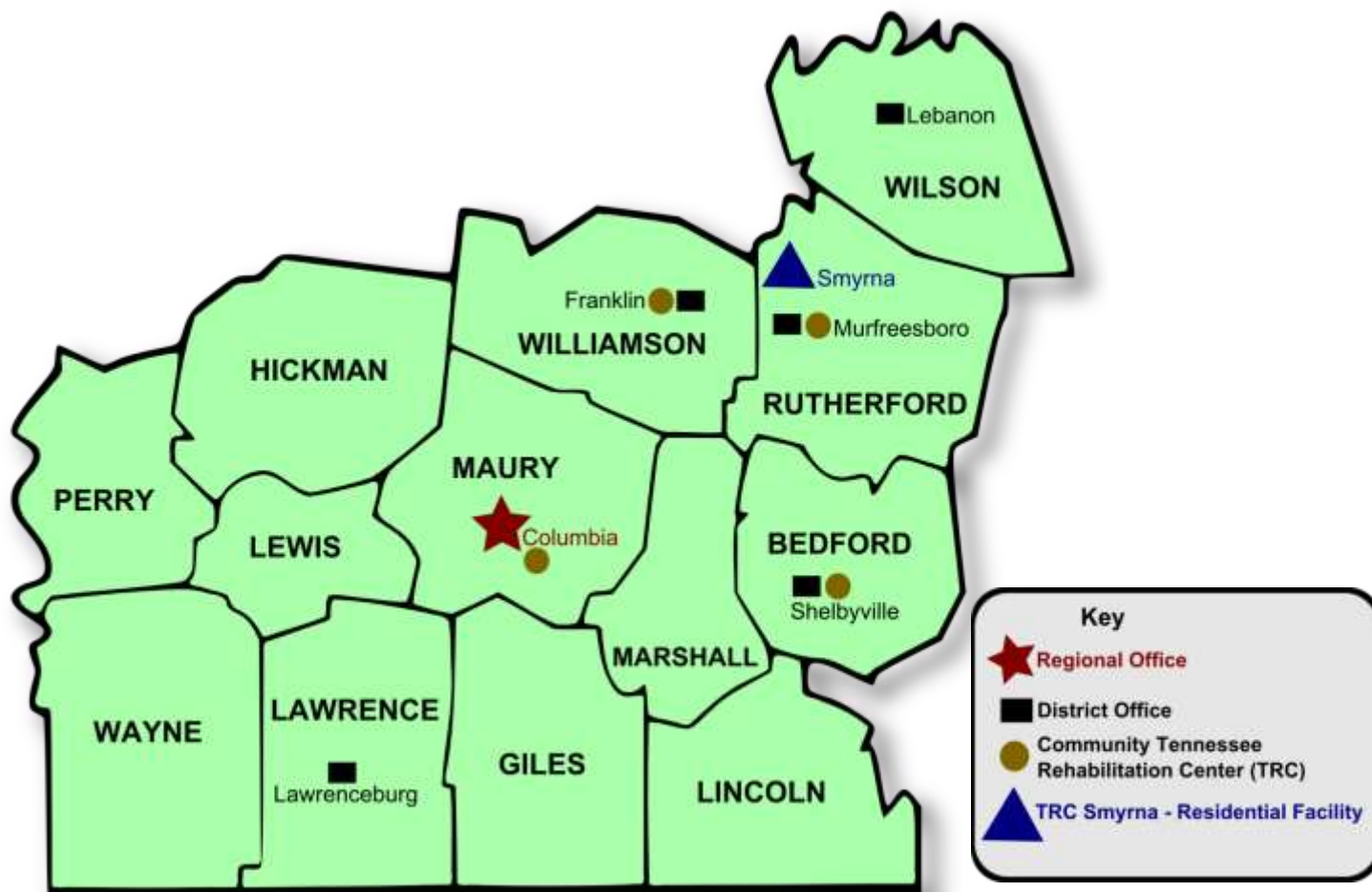
REGION 6 – COLUMBIA

Regional Supervisor: Pattye Fort

Counties Served: Bedford, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Perry, Rutherford, Wayne, Williamson, Wilson

Vocational Rehabilitation Regional Office

6000 Trotwood Avenue
Columbia, Tennessee 38401-7003
Phone: (931) 380-2563
TTY: (931) 380-2593
Fax: (931) 380-2567



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<u>Franklin</u> 1405-A Brookwood Avenue Franklin, TN 37064-3324 Phone/TTY: (615) 790-5506 Fax: (615) 790-5972	<u>Columbia</u> 206 Wayne Street Columbia, TN 38401-7003 Phone: (931) 380-2550 and TTY: (931) 490-7633 Fax: (931) 380-2551
<u>Lawrenceburg</u> 527 Crews Street, Suite A Lawrenceburg, TN 38464 Phone/TTY: (931) 766-1419 Fax: (931) 762-7656	<u>Franklin</u> 1405-A Brookwood Avenue Franklin, TN 37064-3617 Phone: (615) 790-5509 Fax: (615) 790-5972
<u>Lebanon</u> Department of Human Services, Wilson County 155 Legends Drive, Suite G Lebanon, TN 37087 Phone: (615) 443-2747, ext. 161 Fax: 615-443-2761	<u>Murfreesboro</u> 1132 Haley Road Murfreesboro, TN 37129-4902 Phone: (615) 898-8088 and TTY: (615) 848-5128 Fax: (615) 898-8099
<u>Murfreesboro</u> 1132 Haley Road Murfreesboro, TN 37129 Phone: (615) 898-8084 and TTY: (615) 848-5128 Fax: (615) 898-8099	<u>Shelbyville</u> 1618 Railroad Avenue (zip code 37160) P.O. Box 496 (mailing address) Shelbyville, TN 37162-0496 Phone/TTY: (931) 685-5017 Fax: (931) 685-1380
<u>Shelbyville</u> 1618 Railroad Avenue (zip code 37160) P.O. Box 496 (mailing address) Shelbyville, TN 37162-0496 Phone: (931) 685-5019 Fax: (931) 685-1380	<u>Tennessee Rehabilitation Center at Smyrna</u> <u>(RESIDENTIAL FACILITY)</u> 460 Ninth Avenue Smyrna, TN 37167 Phone/TTY: (615) 459-6811 Fax: (615) 355-1373 Superintendent: Karen Carothers

REGION 7 – JACKSON

Regional Supervisor: Linda Randolph

Counties Served: Chester, Crockett, Decatur, Fayette, Hardeman, Hardin, Haywood, Henderson, Lauderdale, Madison, McNairy, Tipton

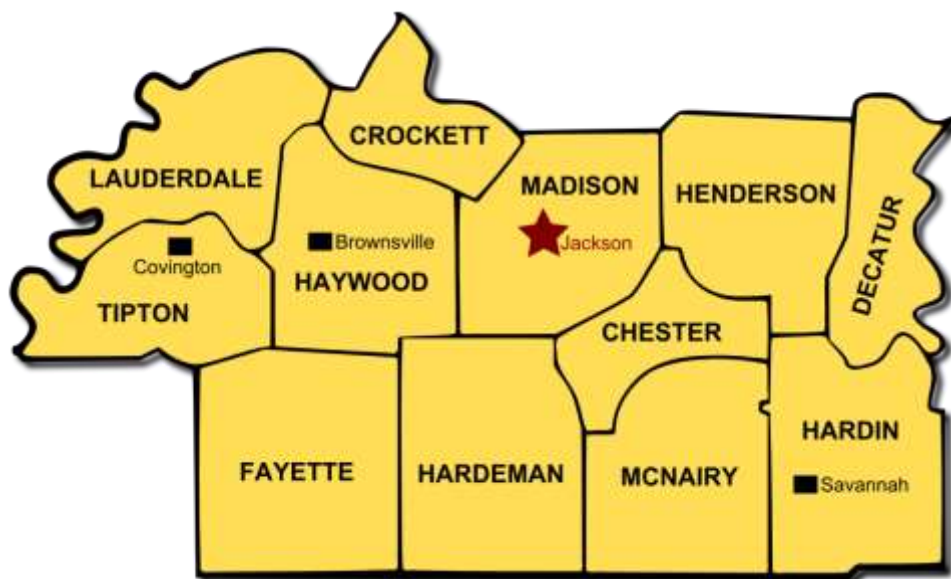
Vocational Rehabilitation Regional Office

Lowell Thomas State Office Building
Room 140, Box 15
225 Martin Luther King Boulevard
Jackson, Tennessee 38301

Phone: (731) 423-5620

TTY: (731) 423-5625

Fax: (731) 426-0563



Vocational Rehabilitation District Offices

Brownsville

1199 S. Dupree
Brownsville, TN 38012
Phone: (731) 772-4242 and TTY: (731) 772-3878
Fax: (731) 779-0151

Covington

724 Hwy. 51 N.
Covington, TN 38019
Phone/TTY: (901) 475-2505
Fax: (901) 475-2617

Savannah

1035A Wayne Road
Savannah, TN 38372
Phone/TTY: (731) 925-4968
Fax: (731) 925-9982

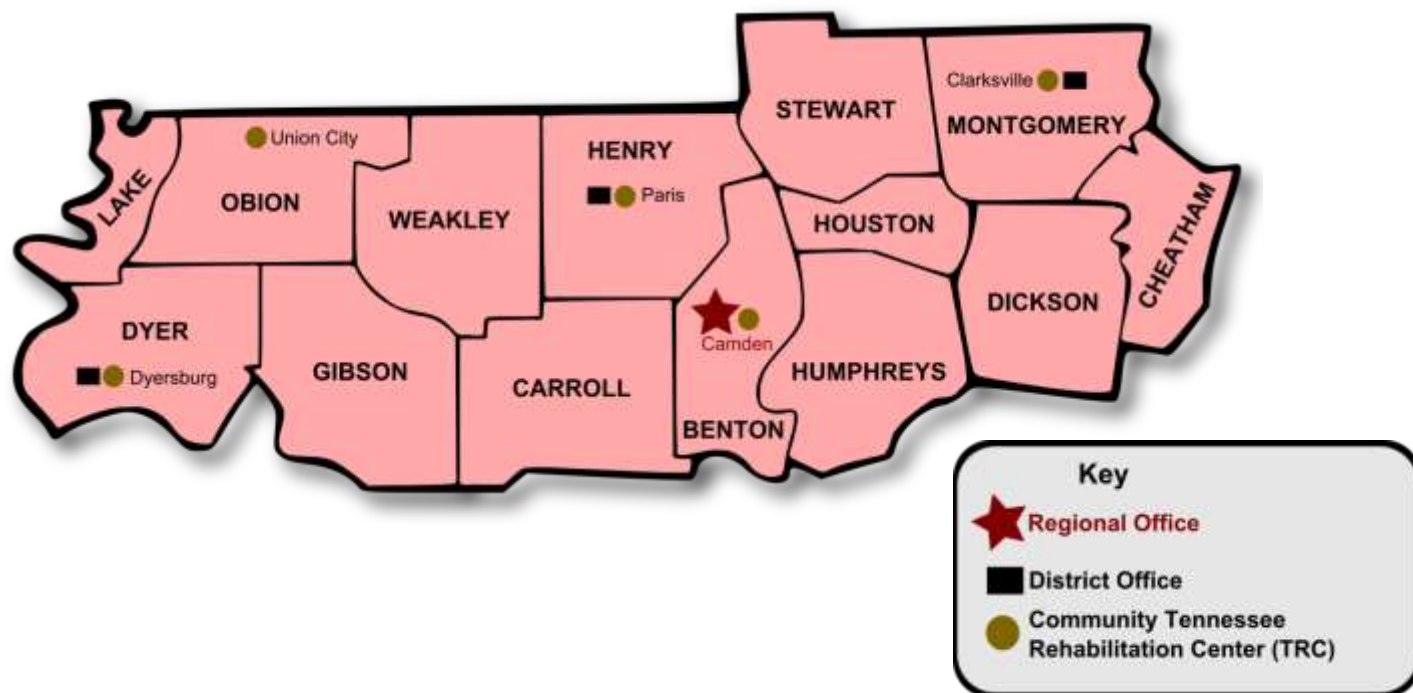
REGION 8 – CAMDEN

Regional Supervisor: Ken Arnold

Counties Served: Benton, Carroll, Cheatham, Dickson, Dyer, Gibson, Henry, Houston, Humphreys, Lake, Montgomery, Obion, Stewart, Weakley

Vocational Rehabilitation Regional Office

560 Benton Industrial Road
Camden, Tennessee 38320
Phone: (731) 584-2147
Fax: (731) 584 -6795



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<u>Clarksville</u> 1575 Corporate Parkway Blvd. Clarksville, TN 37040-3898 Phone: (931) 648-5560 and Fax: (931) 648-6329	<u>Camden</u> 560 Benton Industrial Road Camden, TN 38320 Phone: (731) 584-7015 and Fax: (731) 584-6795
<u>Dyersburg</u> 1365 Morgan Road Dyersburg, TN 38024 Phone: (731) 286-8315 and Fax: (731) 286-8361	<u>Clarksville</u> 1575 Corporate Parkway Blvd. Clarksville, TN 37040-3898 Phone: (931) 648-5560 and Fax: (931) 648-6329
<u>Paris</u> 1108 Tyson Avenue Paris, TN 38242 Phone: (731) 644-7363 and Fax: (731) 644-7405	<u>Dyersburg</u> 1365 Morgan Road Dyersburg, TN 38024-2198 Phone: (731) 286-8315 and Fax: (731) 286-8361
	<u>Paris</u> 1108 Tyson Avenue Paris, TN 38242 Phone: (731) 644-7363 and Fax: (731) 644-7405
	<u>Union City</u> 1419 N. Morgan Ext Union City, TN 38261 Phone: (731) 884-2600 and Fax: (731) 884-2613

REGION 9 – MEMPHIS

Regional Supervisor: Annyce Lockett

Counties Served: Shelby

Vocational Rehabilitation Regional Office

170 North Main Street, 3rd Floor
Memphis, Tennessee 38103-1820
Phone/TDD: (901) 528-5284
Fax: (901) 543-6036



REGION 10 – SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

Director: Patti Bell-Norris

Citizens Plaza State Office Building, 14th Floor

400 Deaderick Street

Nashville, TN 37243

Telephone: (615) 313-4914

TTY, Local: (615) 313-6601

TTY, Long-Distance: 1-800-270-1349

Fax: (615) 313-6617

All Counties Served

REGION 11 – SERVICES FOR THE DEAF AND HARD OF HEARING

Director: Patti Bell-Norris

Citizens Plaza State Office Building, 14th Floor

400 Deaderick Street

Nashville, TN 37243

Telephone: (615) 313-4914

TTY, Local: (615) 313-6601

TTY, Long-Distance: 1-800-270-1349

Fax: (615) 313-6617

All Counties Served

TECHNOLOGY ACCESS CENTERS

<p>Tennessee Technology Access Program (TTAP) Division of Rehabilitation Services Citizens Plaza State Office Building, 3rd Floor 400 Deaderick Street Nashville, Tennessee 37243 Telephone: (615) 313-5183 Toll-Free in TN: 1-800-732-5059 TTY, Local: (615) 313-5695 TTY, Long-Distance: 1-800-270-1349 Fax: (615) 532-4685 www.tn.gov/humanserv/rehab/ttap.html</p>	
<p>Signal Centers Assistive Technology Center 2300 Bailey Avenue Chattanooga, Tennessee 37411 Telephone: (423) 629-4174 www.signalatcenter.org</p>	
<p>The STAR Center 1119 Old Humboldt Road Jackson, Tennessee 38305 Telephone: (731) 668-3888 TTY: (731) 668-9664 Fax: (731) 668-1666 www.starcenter.tn.org</p>	
<p>East Tennessee Technology Access Center 116 Childress Street Knoxville, Tennessee 37920 Telephone/TTY: (865) 219-0130 Fax: (865) 219-0137 www.discoveret.org/ettac</p>	
<p>Mid-South Access Center for Technology University of Memphis 530 Patterson Street Memphis, Tennessee 38152 Telephone: (901) 678-1489 TTY: (901) 678-1318 Fax: (901) 678-3215 www.memphis.edu/act</p>	
<p>Technology Access Center of Middle Tennessee 475 Metroplex Drive, Suite 301 Nashville, TN 37211 Telephone/TTY: (615) 248-6733 Toll Free: 800-368-4651 Fax: (615) 259-2536 www.tacnashville.org</p>	

CENTERS FOR THE DEAF, HARD OF HEARING, AND DEAF-BLIND

<p>Partnership for Families, Children and Adults Services for the Deaf and Hard of Hearing 1801 Duncan Avenue Chattanooga, Tennessee 37404 Telephone: (423) 697-3842 TTY: (423) 697-3831 Fax: (423) 697-3846 Video: (423) 208-9802 www.partnershipfca.com</p>	<p>Jackson Center for Independent Living, Deaf and Hard of Hearing Services 1981 Hollywood Drive, Suite 200 Jackson, Tennessee 38305 Telephone: (731) 664-3986 TTY: (731) 664-3970 Fax: (731) 668-0406 Video: (731) 256-7026 www.j-cil.com/deaf--hard-of-hearing-services.html</p>
<p>Communication Center for the Deaf and Hard of Hearing (A Program of Frontier Health, Inc.) 2243 Eddie Williams Road Johnson City, Tennessee 37601 Telephone: (423) 434-0447 TTY: (423) 434-0448 Fax: (423) 434-0880 Video: (423) 218-1215 or (866) 954-9205 www.frontierhealth.org/deaf-hard-of-hearing.php</p>	<p>Knoxville Center of the Deaf 3731 Martin Mill Pike Knoxville, Tennessee 37920-2452x Telephone: (865) 579-0832 TTY: (865) 573-5640 Fax: (865) 577-0656 Video: (865) 622-2308 www.kcdtn.org</p>
<p>Deaf Connect of the Mid-South, Inc. 144 North Bellevue Boulevard Memphis, Tennessee 38104 Telephone: (901) 278-9307 TTY: (901) 278-9308 Fax: (901) 278-9301 Video: (901) 620-6062 deafconnectmidsouth.org</p>	<p>Bridges 415 4th Avenue South Nashville, Tennessee 37201-2156 Telephone: (615) 248-8828 (V & TTY) TTY: (615) 244-0979 (24-hour TTY) Fax: (615) 248-4797 Video: (615) 290-5147 www.hearingbridges.org</p>

As a program within the Tennessee Department of Human Services (DHS), Vocational Rehabilitation Services does not discriminate on the basis of race, color, national origin, sex, disability and age in programs or activities that receive federal financial assistance from the Department of Education (ED). Discrimination on the bases of race, color and national origin is prohibited by Title VI of the Civil Rights Act of 1964; sex discrimination is prohibited by Title IX of the Education Amendments of 1972; discrimination on the basis of disability is prohibited by Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (Title II prohibits discrimination on the basis of disability by public entities, whether or not they receive federal financial assistance); and age discrimination is prohibited by the Age Discrimination Act of 1975. Please contact the DHS Civil Rights Compliance Officer for more information regarding this policy at 615-313-4700.

STATE REHABILITATION COUNCIL OF TENNESSEE

Division of Rehabilitation Services
Citizens Plaza Building 2nd Floor
400 Deaderick Street
Nashville, TN 37243-1403

(615) 313-5682
(800) 270-1349 TTY
(615) 741-6508 FAX

www.tn.gov/humanserv/rehab/cc1.html

Background Image: 18th Century Gristmill at Norris Dam State Park